

## Travelport launches state of the art customer Helpdesk in Kenya

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*Kenya's travel and tourism industry receives a boost as travel technology leader launches new service at an official event welcomed by the County Executive for Finance, County Government of Nairobi and attended by the CEO and Vice Chair of the Kenya Association of Travel Agents*

Travelport (NYSE:TVPT), a leading Travel Commerce Platform providing distribution, technology, payment and other solutions for the global travel and tourism industry, has officially opened a new help desk for the Kenya's travel agency community in Nairobi today. The help desk opening comes as recent research indicates increasing synergies between various tourism and travel industry players in Kenya are supporting the recovery of the industry<sup>1</sup> despite a challenging environment, with Travelport's new service for Kenya's travel agents testament to this collaboration.

According to Rabih Saab, Travelport's President and Managing Director for Europe, Middle East and Africa, the new help desk reflects Travelport's ongoing investment and expansion strategy in the East Africa region in light of the growth it is experiencing and its strategic location; "Travelport has made continued investment in Kenya in recent years with the setting up of our own office, a multitude of product launches as well as signing key airline deals. We are delighted to officially launch our new help desk which reflects our continued commitment to our business partners here and the country's travel and tourism industry. This investment also emphasizes our industry leadership as Travelport is unique in providing local help desk support services to the travel agent community in Kenya."

The state-of-the-art travel agency helpdesk facility in Nairobi offers a range of services including technical and operational assistance in both English and Swahili, employing five experienced travel trade members full time. Designed to heighten service delivery for Travelport's travel agent customers in Kenya to an unprecedented level, the help desk will support travel agents by providing a travel commerce platform redefining the breadth and depth of travel choice with 400 airlines, 650,000 hotel properties, over 36,000 car rental locations and more. The help desk is expected to handle over 18,000 calls in its first year, supporting Kenya's travel agent community in leveraging Travelport's technologies to grow their respective businesses.

The new service has been welcomed by the County Executive for Finance, County Government of Nairobi, Gregory Mwananongo; "With the travel and tourism industry representing almost 10% Kenya's employment either directly or indirectly, we are delighted to see Travelport supporting the growth and development of Kenya's travel and tourism industry." The Kenya Association of Travel Agents (KATA) also welcomed the inauguration of the help desk and recognized the launch as progress in supporting Kenya's travel agent community in providing greater access to universal content to their customers. "The service will support our capacity for innovation in providing our customers and partners with the most up to date and highest standards of quality worldwide," said Julie Dabaly Scott, Vice Chairperson of KATA, with CEO Nicanor Sabula also in attendance.

Travelport's Rabih Saab concluded; "Local support greatly increases our offering flexibility and use of our products to regional demands, providing the best service to our customers. We are a global company committed to our partners and that starts with the communities around us."

Travelport Kenya Helpdesk's number is 020 4287004 and will offer assistance from Mon-Fri 08:00-20:00 and Sat 09:00-13:00. After hours support will continue to be provided by Travelport's international helpdesk.

1. *Euromonitor report, Kenya, Sept 2015*
2. *World Travel & Tourism Council, 2015*

## About Travelport

Travelport is a Travel Commerce Platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. With a presence in over 170 countries, over 3,500 employees and 2014 net revenue of over \$2.1 billion, Travelport is comprised of:

- A Travel Commerce Platform through which it facilitates travel commerce by connecting the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel marketplace. Travelport has a leadership position in airline merchandising, hotel content and rate distribution, mobile travel commerce and a pioneering B2B payment solution that addresses the needs of travel intermediaries to efficiently and securely settle travel transactions.
- Technology Services through which it provides critical IT services to airlines, such as shopping, ticketing, departure control and other solutions, enabling them to focus on their core business competencies and reduce costs.

Travelport is headquartered in Langley, U.K. The Company is listed on the New York Stock Exchange and trades under the symbol "TVPT".

Travelport's recently launched commercial, We're There was played at the launch ceremony which demonstrates what Travelport brings to the travel industry and shows that every single second where travel is being searched, shared, bought or sold, Travelport is there.

## About KATA

The Kenya Association of Travel Agents (KATA) is a membership based organization that has represented the interests of Kenyan travel agents since 1979 when its forerunner, the East African Society of Travel Agents, which had been in existence for 22 years was disbanded due to the collapse of the East African Community. KATA works to enhance and improve the Travel Industry business climate in Kenya by promoting the services of her members to the general public, protecting their rights and assisting them to optimize their businesses.

Over 150 IATA & NON - IATA Travel Agencies and 4 IATA approved Training colleges are active members. All these members are bound by KATA's constitution and Code of ethical & professional Standards. While KATA promotes free trade without violating rules and regulations, we have entrenched a Constitution and Code of ethical & professional Standards that self-regulates thus providing the consumer with protection and peace of mind.

KATA also plays an important role in the private sector bodies such as the Kenya Tourism Federation (KTF) and The Kenya Private Sector Alliance (KEPSA).

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